

CALIFORNIA COMMISSION ON DISABILITY ACCESS FULL COMMISSION

Meeting Minutes
June 24, 2026

1. Call to Order

Chair Chris Downey welcomed everyone and called the meeting of the California Commission on Disability Access (CCDA or Commission) to order at 10:11 a.m. The meeting was on Zoom, via teleconference, and held at the Disability Cultural Center located at 165 Grove Street, in San Francisco, CA 94102.

Housekeeping

Staff Member Dam reviewed the meeting protocols.

Roll Call

Staff Member Dam called the roll and confirmed the presence of a quorum.

Commissioners Present:

Chris Downey, Chair
Scott Lillibridge, Vice Chair
Olivia Mae Asuncion
Dr. Catherine Campisi
Ida Clair, State Architect (remote at first, joined in person later)
Drake Dillard
Brian Holloway
Jacqueline Jackson
Ashley Leon-Vazquez
Dr. Luciana Profaca
Hector Ramirez*
Sarahann Shapiro
Rob Bonta, Attorney General, by Deputy Attorney General Ben Conway*

*Participated remotely

¹ a.m. only

² p.m. only

Commissioners Absent:

Juan Alanis, Assembly Member
Matt Haney, Assembly Member
Melissa Hurtado, Senator

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Rosilicie Ochoa Bogh, Senator

Staff Present:

April Marie Dawson Rawlings, Executive Director
Russell Bradley, Education and Outreach Analyst
Brandon Dam, Data and Research Analyst
Maeve Mahoney, Administrative Analyst
Abigail Ridge, Operations Manager
Roy Rodriguez, Marketing and Outreach Analyst
Elias Williams, Disability Access Technician

Also Present:

Viet Vo, Executive Consultant, Office of Legislative Affairs, California Department of General Services*
Christy Clay, CPS HR consultant*
Sara Randazzo, CPS HR consultant*
Ugomma Mwin, CCDA Legal Counsel*
Bill Zellmer, AIA, CASp (Former Committee Member of CCDA's Checklist Committee)*
Russell Dawson Rawlings, Communications and Strategic Partnerships Manager, California Foundation for Independent Living Centers*
Eli Gelardin, Director, Office of Disability and Accessibility

Pledge of Allegiance

Chair Downey led the Commission in the Pledge of Allegiance.

2. Approval of Meeting Minutes (March 25, 2026) - Action

Discussion

Commissioner Lillibridge wished to correct the location of the meeting as having been in Bakersfield rather than Sacramento, as indicated in the minutes.

Public Comment

There was no public comment.

Motion: Commissioner Holloway moved to approve the March 25, 2026, California Commission on Disability Access Full Commission Meeting Minutes. Commissioner Shapiro seconded. There was no public comment on the motion. Motion carried 10 yes, 0 no, and 1 abstain, per roll call vote as follows:

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The following Commissioners voted “Yes”: Commissioners Asuncion, Campisi, Dillard, Holloway, Jackson, Leon-Vazquez, Profaca, Ramirez, and Shapiro, Vice Chair Lillibridge.

The following Commissioner abstained: Chair Commissioner Downey.

3. Comments from the Public on Issues Not on this Agenda - Discussion

No members of the public addressed the Commission.

4. Commission Tributes - Update and Discussion

Executive Director Dawson Rawlings congratulated Bill Zellmer on his retirement from Sutter Health. She described Mr. Zellmer’s leadership of the accessibility efforts at Sutter Health’s medical facilities. She complimented his humanity, vulnerability, and technical skill and noted his involvement in developing the Strategic Plan. Executive Director Dawson Rawlings ended her tribute by thanking Mr. Zellmer for his service, friendship, and allyship.

Chair Commissioner Downey echoed the Executive Director’s sentiments and expressed his own appreciation for Mr. Zellmer’s work.

Mr. Zellmer, addressing the Commission on Zoom, shared that his involvement in the accessibility world came through his background as an architect and building code specialist. He thanked the Commission for the opportunity to bridge the world of building codes and disability access.

Commissioners Dillard and Lillibridge thanked Mr. Zellmer for his service on the Checklist Committee and offered their own personal tributes.

5. CCDA Subcommittee Reports – Discussion

a. Executive Committee

Chair Downey, Chair of the Executive Committee, provided a brief update on the work of the Committee since the last Commission meeting:

- The Committee’s main focus has been on continued development and review of the strategic plan, as well as the Committee’s bylaws. There has been positive and productive discussion on both of these items.
- Chair Downey revealed his intention to step down as Chair at the end of 2026 and discussed the need for a succession plan. He expressed his desire to

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nominate Commissioner Dr. Profaca as the new Chair. The nomination and vote will take place at the next full Commission hearing.

b. Education and Outreach

Commissioner Dr. Profaca, Chair of the Education and Outreach (E&O) Committee, provided a brief update on the work of the Committee since the last Commission meeting:

- The E&O committee had a successful first meeting, where the members robustly discussed their strategic plan.
- The Committee welcomed a new member, Commissioner Olivia Ascunción.
- The Committee discussed the need to increase accessibility of aisleways through retail stores, an issue noted by both Commissioners Dr. Profaca and Dr. Campisi.
- Committee members participated in the Learning and Listening Forums and webinars.
- The Committee plans to provide input on how best to distribute the upcoming website toolkit.

c. Legislative Committee

Commissioner Shapiro, Chair of the Legislative Committee, provided a brief update on the work of the Committee since the last Commission meeting:

- At its first meeting of the year, the Legislative Committee welcomed Commissioner Shapiro as the new Committee Chair.
- The committee discussed its purview and participated in a strategic planning brainstorming session led by its consultants.
- The committee is currently working with CCDA staff on an “About CCDA” document to circulate to legislators and legislative staff. Its goal for the document is to educate legislators and staff about the resources and information that CCDA offers and the process for legislators and staff to get in touch with CCDA regarding legislation they might be considering.

d. Checklist Committee

Commissioner Dillard, Chair of the Checklist Committee, provided a brief update on the work of the Committee since the last Commission meeting:

- At its meeting on May 13, 2026, the Checklist Committee brainstormed several ideas for a new name to better reflect its purpose. Selection of the new name will be scheduled for the next committee meeting.

Discussion

Commissioner Ramirez suggested a subcommittee specifically by and for stakeholders, particularly disabled business partners.

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Commissioner Conway thanked Chair Commissioner Downey for his ongoing leadership and thoughtfulness in considering a succession plan.

Commissioner Ascunción thanked Commissioner Dr. Profaca and the Education and Outreach Committee for welcoming her to the committee.

Public Comment

There was no public comment.

6. CCDA Executive Director Report - Discussion

Executive Director Dawson Rawlings began her remarks by inviting the members of the Commission to tour the building which houses the Disability Cultural Center following the meeting. She then provided an update on the work of the Commission since the last Commission meeting:

a. CCDA Community Survey

Executive Director Dawson Rawlings then discussed the CCDA Community Survey Executive Summary, prepared by CPS HR Consulting and included in the meeting packet.

The survey was designed to capture perspectives from the disability and business communities regarding the five highest complaint categories: parking lots, exterior paths of travel, interior paths of travel, access to goods and services, and website content. 117 people completed the survey, exceeding the Committee's goal of 100. Of those respondents, 76% identified as disabled, 54% identified as members of the business community, and 38% identified in both categories.

The survey measured the frequency and impact with which people with disabilities encountered barriers to businesses, with website accessibility listed as both the most frequent complaint and the complaint with least impact. CCDA intends to investigate further.

The survey was also intended to gauge businesses' understanding of compliance and the barriers to achieving compliance. Again, website accessibility was rated among the least understood. Businesses reported fear of asking the "wrong questions" or of "being targeted."

Executive Director Dawson Rawlings mentioned chemical sensitivity as an example of a possible accessibility issue in businesses and public spaces.

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Discussion

Commissioner Ramirez thanked Executive Director Dawson Rawlings for discussing chemical sensitivity.

Commissioner Shapiro suggested a program to certify accessibility specialists for website use, similar to the CASP program. Executive Director Dawson Rawlings responded that CCDA has received stakeholder feedback supporting this issue. Chair Commissioner Downey mentioned that the idea has been brought up in meetings before.

Commissioner Shapiro then asked whether the changing legal landscape in the area of website design may have interfered with the development of such a program. Executive Director Dawson Rawlings responded that many business owners have expressed interest, but have found it difficult to know what to do in the absence of regulations. She noted that there have been efforts to “nest with someone” in the Legislature.

Commissioner Ramirez added that the rapidly changing nature of the internet and the advent of artificial intelligence have made it difficult for business partners to remain compliant, but that conversations are ongoing.

Public Comment

There was no public comment.

7. CCDA Projects and Meetings - Update and Discussion

a. Project Docket and CCDA Bylaw Revision

Executive Director Dawson Rawlings reported that the bylaws are reviewed every two years and were last revised in 2024. She stated that CCDA staff have been identifying language in need of clarification or revision. She encouraged Commission members to review the bylaws for any edits they would like to bring to staff’s attention. She noted feedback from the Executive Committee meeting, particularly from Commissioner Lillibridge, but nothing which would fundamentally alter the organization.

b. Upcoming Meetings

Executive Director Dawson Rawlings stated there will be an Education Outreach Committee meeting on July 22nd, 2026 at 1:30 p.m. The Legislative Committee will meet on August 20, 2026 at 1:30 p.m. and the Checklist Committee will meet on September 9, 2026 at 1:30 p.m. All meetings will be hybrid.

There were no questions from Commissioners and no public comment.

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8. CCDA Strategic Goal Development - Action

April Dawson Rawlings, Executive Director, reported that the Commission's goal was to ensure that this Strategic Plan reflected projects currently being built and that stakeholders in business, disability, and government had a chance to see themselves in the Plan.

CCDA contracted with Sara Randazzo and Christy Clay from CPS HR Consulting and asked them to facilitate the first subcommittee meetings of 2026. These meetings built on the prior work of the design team. CPS HR also co-facilitated two Zoom stakeholder summits, one for the disability community and one for the business community, followed by the Community Survey (as discussed in Agenda Item 6A).

Executive Director Dawson Rawlings reported that in early June, the Executive Committee reviewed the Plan and replaced the phrase "prevent violations" with "increase compliance," given that CCDA does not have an enforcement role. The Executive Committee also requested more information around baselines and metrics.

Executive Director Dawson Rawlings reported that at the last Commission meeting, CCDA wanted to place more emphasis on the education piece of its mission and so added the word "education" to its mission statement. The Vision was not changed. The Commission also drafted several core values, including resourceful, strategic, integrity, uplifting, and community engagement.

Executive Director Dawson Rawlings reported that the 2030 target is for CCDA to be the bridge which connects stakeholders to high quality tools and the guidance needed to navigate accessibility law, prevent violations, and promote inclusion. She identified four strategic pillars to achieve this target: outreach, education, and public awareness; compliance resource innovation; partnerships, ambassadors, and community engagement; and operational excellence and data.

Executive Director Dawson Rawlings stated that that once the plan is finalized and approved by the Commission, CPS HR will work with the Commission on building a Power BI dashboard to track metrics to show progress as the Plan unfolds.

CCDA Operations Manager Abigail Ridge stated that the Strategic Plan serves as CCDA's roadmap through 2030. The Plan provides a structured framework for organizing work, measuring progress, and ensuring accountability over the next five years. She emphasized that the Strategic Plan organizes projects, initiatives, and activities that CCDA is already undertaking rather than introducing any new work.

Operations Manager Ridge explained that each of the strategic pillars contains a series of seven to nine goals. These goals represent work already underway and identify

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desired outcomes for 2030. She reported that staff have developed a performance measurement framework which allows them to track performance over time. They reviewed CCDA activities and performance data from 2024 and 2025. 2026 will be the baseline year for ongoing performance measurement and reporting against the Strategic Plan. Metrics were developed by examining both historical performance and the information already collected through current programs and activities.

The Strategic Plan establishes where the Commission wants to be by 2030, while each pillar contains goals to support that long term vision with associated deliverables, metrics, and annual milestones, along with quarterly and biannual reports. Operations Manager Ridge stated that “the Strategic Plan defines the destination, while the metrics help us measure the journey.” She gave an example using active partnerships, in particular the CASP program, as a key measurement.

Sara Randazzo, CPS HR consultant, noted with approval the use of quantifiable goals and metrics.

Discussion

Commissioner Ramirez congratulated the staff on an excellent presentation and an effective Strategic Plan. Noting that June is Pride Month, he professed his pride in the work being done.

Commissioner Dr. Profaca echoed Commissioner Ramirez’s remarks, while also complimenting the staff’s passion, commitment, and attention.

Commissioner Dr. Campisi asked about plans for reporting back to CCDA on the Plan’s status and progress. Executive Director Dawson Rawlings replied that there are current cadences in place for monthly, quarterly, six-month, and annual data reporting. She also plans to report on progress, either as part of the Executive Director Report or as a separate standalone item, using the metrics from the BI dashboard. Finally, the CPS HR consultants will be invited to give their input on a regular basis so that the Plan may be a living document.

Commissioner Dillard asked how the various goals might fit within the Commission’s existing subcommittees. Executive Director Dawson Rawlings acknowledged that the pillars were conceived to reflect the subcommittees and that staff will discuss the pillars and metrics in upcoming subcommittee meetings.

Public Comment

There was no public comment.

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Motion: Commissioner Shapiro moved to adopt the 2030 General Strategic Plan as presented. Commissioner Jackson seconded. Motion carried unanimously with no abstentions.

9. CCDA's Outreach - Update and Discussion

a. Upcoming CCDA Commission to Community Events and Engagements

Following the Commission meeting, there will be a Commission to Community event at the Disability Cultural Center in San Francisco. The event will consist of a joint presentation from Office of Disability and Accessibility and the San Francisco Office of Small Business, followed by a panel of business community and disability community leaders and officials from the San Francisco Board of Supervisors.

There will also be a hybrid Commission to Community event on September 16, 2026 from 10:00 a.m. to 12:00 p.m. at 1441 Schilling Place in Salinas, in partnership with Monterey County and moderated by Commissioner Vice Chair Lillibridge. This will be a precursor to the next full Commission meeting in March 2027 in Monterey County, with a second Commission to Community event at that time.

Executive Director Dawson Rawlings discussed Lunch and Learn webinars, the most recent of which was held on April 14, 2026, focusing on accessibility trends from 2019 through 2025 in Los Angeles County. The next webinar will be held on Zoom on July 29, 2026 and will focus on observed accessibility trends in Santa Clara County. The third webinar will take place on October 21, 2026 from 12:00 to 1:00 on Zoom. All webinars are held in collaboration with the Pacific ADA Center and will include learning/training moments focusing on areas of concern trending in the area.

b. Stakeholder and Partner Organization Updates

Executive Director Dawson Rawlings praised the work of Operations Manager Abigail Ridge, as well as the program staff, who translated CASP documents into over 80 different languages. She discussed CCDA's outreach partnership with the Division of the State Architect, in particular the finalizing of a QRG with information about the Disability Access Education Revolving Fund. She discussed how CCDA can "nest" itself into retail issues around maintaining accessible features. She reported that staff are working on a "Who is CCDA?" document from the disabled perspective, as well as the document earlier referenced by Commissioner Shapiro.

Discussion

Commissioner Ramirez praised the translation work of the program staff, noting that one out of four community members speak Spanish. He suggested branching out onto more social media platforms such as Instagram.

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Public Comment

There was no public comment.

10 Legislative Bill Reporting - Update and Discussion

Viet Vo, Legislative Consultant, Office of Legislative Affairs, California Department of General Services (DGS), began his remarks by noting that May 29, 2026 was the final day for passing bills to the second house. Bills still within their house of origin after May 29 are effectively dead for this year.

Legislative Consultant Vo further reported that July 2, 2026 will be the final day for policy committees to hear bills in the second house. August 14, 2026 is the final day for fiscal committees to hear bills in the second house. August 31, 2026 is the final day for each house to pass bills. September 30, 2026 is the last day for Gov. Newsom to sign or veto bills.

Legislative Consultant Vo then reviewed the CCDA Legislative Status Report on the bills staff is tracking.

a. Assembly Bill 649: Disability access: construction-related accessibility claim.

This bill remains as amended on May 12, 2025. On June 30, 2026, the Senate Judiciary Committee will hear this bill. OLA is “resurfacing our thoughts from CCDA” and receiving input from the Division of State Architect in order to provide technical feedback to the Legislature.

b. Assembly Bill 1823: State government: State Government Strategic Planning and Performance and Review Act: strategic plans: equity.

This bill is still in the Assembly Appropriations Committee suspense file and is effectively dead for this year.

c. Assembly Bill 2190: Internet website accessibility.

This bill is still in the Assembly third reading and is effectively dead for this year.

d. Assembly Bill 2360: State agencies: government linguistics.

This bill is currently in the Assembly Appropriations Committee and is still active.

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e. Assembly Bill 2607: California Americans with Disabilities Act Small Business Capital Access Loan Program

This bill is still in the Assembly Appropriations Committee suspense file and has failed its fiscal deadline.

There were no questions from Commissioners and no public comment.

11. In-Depth Conversation: Access to Goods, Support, Services, and Equipment - Update and Discussion

Executive Director Dawson Rawlings invited the Commission to discuss accessibility issues in retail establishments. She posed three questions:

1. What misconceptions do you think businesses have about maintaining 36-inch accessible routes?
2. How do you think CCDA can help business recognize that temporary obstructions such as merchandise and carts can create barriers?
3. What factors most commonly contribute to aisle obstructions and accessibility barriers?

Discussion

Commissioner Dr. Campisi stated that a 36-inch accessible path may not be adequate and asked whether this is the requirement everywhere. Chair Commissioner Downey requested that this question be held for discussion at a later time.

Commissioner Leon-Vazquez responded that she has encountered the misconception that 36-inch paths are only required when a disabled person is present. She agreed with Commissioner Dr. Campisi that a 36-inch aisleway is inadequate. Chair Commissioner Downey noted that this requirement affects outside vendors and merchandisers as well as store employees.

Commissioner Shapiro asked whether CCDA is reaching stakeholders with the ability to make changes, especially with respect to displays placed in aisleways. Commissioner Dr. Profaca wondered what policies and procedures are given to individuals bringing in these displays. She suggested this might be a possible route for advocacy.

Commissioner Ramirez mentioned that he had recently seen this play out in downtown Los Angeles, where he observed accessibility issues during an evacuation incident.

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Commissioner Dillard suggested that this subject be referred to the Checklist Committee. Executive Director Dawson Rawlings said she would refer this to the Checklist Committee, as well as the Education and Outreach Committee. She invited the Commission to consider the best way to address this issue.

Public Comment

There was no public comment.

12. Presentation: San Francisco Office on Disability and Accessibility (ODA) - Discussion

Executive Director Dawson Rawlings introduced guest speaker Eli Gelardin, Director of San Francisco ODA. Mr. Gelardin described ODA as San Francisco's ADA coordinator, overseeing programmatic access under Title 2. ODA provides technical assistance and policy guidance to City leadership, staffs the Mayor's Disability Council, serves as a liaison to the disability committee, and supports all things related to disability and accessibility.

Mr. Gelardin reported that one in 10 San Franciscans reports having a disability, around 96,000 people, almost half of whom are under 65. The largest portion (50,000) reported mobility issues, followed by issues related to independent living (40,000), cognitive and sensory (slightly under 40,000), and personal care (25,000). Black San Franciscans are twice as likely to identify as disabled than other communities. Over 130,000 older adults reported having a disability.

In terms of challenges and priorities, Mr. Gelardin reported that one in four people with disabilities live in poverty. He stated that 60% are renters, one in three feel unsafe traveling alone in their neighborhoods, 22% ride public transit, and 26,000 use in-home support services.

Mr. Gelardin reported that from July 2025 to May 2026, nearly 80% of ADA grievances fall into one of three categories: curb ramps, public right-of-way, and programmatic access. ODA works with Public Works and SFMTA to prioritize curb ramp repair or construction. Mr. Gelardin noted that funding remains an ongoing challenge. He stated that housing accounts for 9% of ADA complaints and transportation 4%. In total, ODA received 134 complaints over the first three quarters of the year.

Mr. Gelardin reported that ODA tracks legislation which might affect accessibility, including the Department of Justice WCAG deadline (which has been extended until April 2027) and SB 84, AB 1069, and the Safe Streets Initiative.

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Mr. Gelardin briefly mentioned ODA's Beyond the Front Door program, noting the development of a best practices guide produced in collaboration with the Office of Small Business and the Department of Building Inspection.

Mr. Gelardin discussed the upcoming National Association of the Deaf Conference on June 30, acknowledging that this community has often been left out of programming, employment, education, and participation. ODA has developed several new resources to serve this community, most notably a website offering various services and supports. Mr. Gelardin praised ODA's work with the San Francisco Police Department in effective communication with the deaf community.

Mr. Gelardin described ODA's work to modernize its grievance efforts by partnering with 311 to serve as a single clearinghouse for complaints. On the transition planning side, ODA has worked to transform binders and documents into spreadsheets, with plans for an eventual transition to a GIS system to map out which City facilities should be prioritized for barrier removal.

Mr. Gelardin described several capital projects which ODA is currently involved in, including Sunset Dunes, Holiday Plaza, and SoMarts Cultural Center in the Mission District. He then discussed an upcoming event on One City Day, to be cohosted by ODA and Department of Disability and Aging Services.

Discussion

Commissioner Ramirez praised Mr. Gelardin for ODA's work.

Public Comment

There was no public comment.

13. Next Full Commission Meeting: Wednesday, October 14, 2026 – Update and Discussion

Executive Director Dawson Rawlings stated that the next meeting will take place on October 14, 2026 in Los Angeles.

Discussion

Commissioner Ramirez welcomed CCDA on behalf of the City of Los Angeles.

Public Comment

There was no public comment.

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14. Future Agenda Items – Discussion

Chair Downey asked Commissioners for suggestions for the next agenda.

Commissioner Dr. Profaca suggested a presentation from someone preparing for disabled access to the upcoming Olympics and Paralympics in Los Angeles, with attention to what plans are being made to ensure accessibility and what CCDA can do to support those efforts. Chair Commissioner Downey concurred. Commissioner Ramirez stated that these conversations have begun locally in Los Angeles and the Commission is invited to join. Staff are being hired to ensure that venues are made accessible.

There was no public comment.

15. Adjourn

Chair Downey thanked everyone for participating and asked for a motion to adjourn the meeting.

Motion: Commissioner Shapiro moved to adjourn the June 24, 2026, California Commission on Disability Access Full Commission meeting. Commissioner Ascunsi3n seconded. Motion carried 11 yes, 0 no, and 0 abstain, per roll call vote as follows:

The following Commissioners voted “Yes”: Commissioners Asuncion, Campisi, Dillard, Holloway, Jackson, Leon-Vazquez, Profaca, Ramirez, and Shapiro, Vice Chair Lillibridge, and Chair Downey.

There being no further business, the meeting was adjourned at 12:54 p.m.